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Via ECFS  
Marlene H. Dortch, Secretary  
Federal Communications Commission  
445 12th Street, S.W.  
Washington, D.C. 20554

**Re: In the Matter of USTelecom for Forbearance Pursuant to  
47 U.S.C. Section 160(c); WC Docket No. 18-141; Category 1**

Dear FCC,

I am a small business owner and consumer who, frustrated with terrible service quality and customer service from AT&T, Comcast and other large service providers, made the switch to Sonic, a small independent provider in the SF Bay area. I have run a small business owner of my home, and also rely on broadband for work, social connections, entertainment, and education of my child.

The experience has been indescribably better - my service reliability has improved by leaps and bounds, and on the rare occasions where I have had to call my provider, I get a human on the line instantly who is knowledgeable enough to help me - no confusing automated menus, long hold times, or endless transfers to other agents that you get with the oligopoly providers. Better yet, Sonic offers by far the most control over my personal data and browsing history, which is becoming increasingly important in this day and age.

We need competition in broadband providers if nothing else I the big telcos honest.

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